

Emergency
Management
Organization

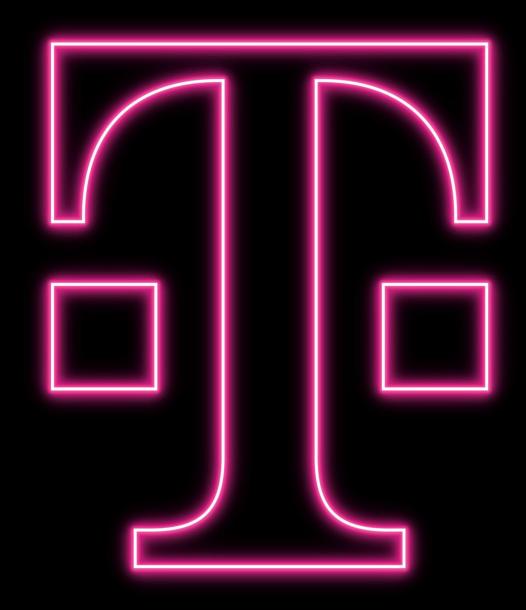
Jon Wessman





Agenda

- Emergency Management Org introduction
- Approach to Disaster Recovery
- EM Operations Assets
- EM Engineering Response to Hurricane Ian
- Community Support Response to Hurricane Ian





Introduction to T-Mobile Emergency Management



Emergency Management Operations







T-Mobile's Approach to Disaster Recovery

Disaster Recovery Team

- Network DR planning and prep
- DR tools training and enhancements
- Incident management for the network teams
- Information sharing, support coordination and critical communication solutions
- Support local municipalities and government agencies





EM Operations

- Manage temporary infrastructure
- Emergency backhaul and temporary communication solutions
- Deployment of Emergency Management assets
- Support T-Mobile, responding agencies and other critical community organizations

Resilience & Safety Team

- Management of Fixed and Portable Generators
- Safety management for TMO and vendor personnel





EM Operations Assets

- Hurricanes
- Tornadoes
- Winter storms
- Flooding
- Wildfires
- Short Term Comm
 - Govt
 - Enterprise

















Hurricane lan Recovery Efforts



Emergency Management Efforts for Hurricane lan

Enabling Resilient and Secure Communities

- 5 staging yards were setup across Florida ahead of the storm's arrival
- o **200+** recovery crews were in the state responding to outages once the storm passed and conditions were safe to proceed
- 400+ fixed generators recovered cell sites during the storm
- 130 portable generators were deployed
- o 60,000+ gallons of diesel was procured for generator & equipment refueling
- o 3,044 generator refueling & PM activities were completed
- 1 fueling station was setup in Fort Myers for employees, food and water was also available
- o Sites on Fort Myers Beach, Sanibel and Captiva Islands were restored to service on Satellite Backhaul and generator
- Service provided to the Captiva Island Fire Department with Satellite Backhaul to provide coverage for the First Responders on the island
- Coverage support was deployed to the FEMA disaster recovery center setup for impacted residents coverage support was also deployed for Lee County First Responder basecamps





Community Support Efforts for Hurricane lan

Community Support Response

Recovery Efforts

- 59 Shelters and Points of Distribution Supported
- **10,000+** Estimated Evacuees Supported by Shelters
- 2,711 Pre-Lit Android Smartphones with 30-day free data, text and phone
- 25 Hot Spots with 30-day free data
- **5,916** Portable Charging Bank
- **4,743** Universal Cables
- **1,422**Additional Phone Accessories





Thank You

